



Job Title	Airport Customer Service Coordinator	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	2	Job Code	15103

Class Specification – Airport Customer Service Coordinator

Summary Statement:

The purpose of this position is to provide customer service and manage programs including the Premier Lounge, Airport-Community Art Program, Airport Ambassador Program. Ensure guest satisfaction through customer service, perform inventory management, and provide financial reporting and compliance. Expand and manage the Ambassador Program including serving as a liaison between the airport and volunteers. Provide customer relations support through processing and responding to questions and resolving issues.

Essential Functions

Note: Regular and predictable attendance in the performance of this job is an essential function.

Time %

Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.

40%

Partner with airport management for promoting the overall Premier Membership program to ensure satisfaction and growth of premium passenger usage; supervise staff members by scheduling, training, hiring, and overseeing daily duties; and act as additional customer service assistant as needed.

30%

Research and recommend food and beverage contracts for cost-savings and bulk pricing options; complete monthly food inventory report accounting for food and beverage inventory; and complete monthly activity reports of guest requests, repairs, and maintenance performed in the lounge.

30%

Recommend improvements in lounge facility and consumables to ensure guest satisfaction; complete payroll and staffing report submissions for each billing period for the Premier Lounge; and prepare and submit IT upgrades recommendations for the Premier Lounge and Valet Program.



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Competencies Required:

Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Reading: Basic - Ability to recognize meaning of common two- or three-syllable words. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

Math: Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgments and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED).

Experience: One year of full-time customer service experience.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.



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Supervision Exercised:

Requires the occasional direction of volunteers, helpers, assistants, seasonal employees, interns, or temporary employees.

Supervision Received:

Receives Direction: The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.

Fiscal Responsibility:

This job title has no budgetary responsibility.

Physical Demands:

Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.

Environmental Conditions:	Frequency
Primary Work Environment	Office
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Occasionally
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Rarely

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: March 2016